



COUNTY OF SAN DIEGO NEWS RELEASE

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COUNTY COMPUTER SYSTEMS UP AND RUNNING THIS MORNING *No Major Disruption of Services Reported; Public Data Protected*

The County of San Diego determined the source of the problem that affected 12,000 computers and took the necessary actions overnight to restore all computer functionality impacted by a worm that hit systems nationwide.

There was minimal impact to County Services and no public or private data was compromised during the outage. All services were operating normally by midnight Tuesday, said County Chief Information Officer Michael Moore.

"The problem we encountered, though widespread, was resolved in less than 24 hours," Moore said.

The computer worm began shutting down County computers around 11 a.m. Tuesday, limiting access to the network. County services continued throughout the outage and the Sheriff's Department and emergency services were not affected and public safety was not compromised.

Starting at 6 p.m., 200 technicians from the County and The Pennant Alliance, the County's technology contractor, began to manually provide fixes to critical computers. This manual process restored system functionality on 2,500 critical computers by 11 p.m. Tuesday, including computers at all Superior Courts and County offices. By midnight, Microsoft had provided a patch that was then sent through the County network to restore the remainder of the County computers.

"I want to emphasize that the County network had the latest security and virus protections," Moore said. "The problem encountered with this worm was vulnerability in the particular version of the Microsoft operating system installed throughout the County and Superior Court."

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